

Exhibit D

Data Domain Virtual Tape Solution

Scope of Work

1. Installation

a. Phase I: Physical installation

Data Domain (DD) System "Under the covers" Hardware review and reseating of components

Install Rack Mounts and Systems

- Rack mount for DD System
- (when applicable) Rack mount and connect SAS cabling for ES20 shelves

b. Phase II: Data Domain Restorer (DDR) Installation

- Install Power, networking to DDR
- Power on DDR, perform initial configuration and installation
- Verify filesystem, overall health of DDR, including status of NVRAM battery
- Setup SMTP, NTP, and verify DDR time
- Verify filesystem is empty (filesystems destroy)
- Review Data Domain support web site (download latest DDOS release)
- Upgrade to latest DDR release (when applicable)
- Verify cleaning and Autosupport schedules
- Configure and verify Autosupport and alerts

c. Phase III: Backup Application Interaction with DDR

- Setup users (join Active Directory or configure in Workgroup mode)
- Configure Directory Structure on DDR to prep for backup application
- Configure Replication (when applicable)
- Begin configuration with backup applications
- Initial performance benchmarks from backup server to DDR
- Tune backup server and establish new performance baseline
- Configure Backup application for initial backups
- Perform initial full backup test
- Review compression capabilities
- Perform initial restore and/or vault / copy to tape test

d. Phase IV: End User Training

- Review Web UI for DDR
- Review CLI for DDR

e. Phase V: Quality Assurance

- Follow up in next 2-3 weeks (once data is being written regularly to DDR):
- Conduct Autosupport discussion and end user training / review
- Review DDR health / statistics overall

2. Deliverables

- Fully configured and installed DDR's

3. Acceptance Criteria:

- The Shelby County Tandem/ETI-Net system can perform a successful complete system backup to the DDR.
- The Shelby County Tandem/ETI-Net system can complete a complete restore from the DDR.
- The DDR can successfully complete a replication to a properly configured DDR located in a properly connected off-site Data Center.
- The DDR can successfully complete a restore from a properly configured DDR located in a properly connected off-site Data Center.
- The Data Domain Autosupport emails are delivered to and received by designated Shelby County IT personnel.